

# IBMhq Test Case Execution Report

**Test Case Name:**Route Incident- 1

**Requirement Name:** CX

**Execution Start Time:**2020-08-06 15-07-28

TOTAL STEPS	STEPS PASSED	STEPS FAILED	OVERALL STATUS	DEFECT LIST
32	31	1	Fail	1

Step No:1

Step Description: Enter sysagent in USERNAME

Expected Result: sysagent should be entered in USERNAME

Actual Result: The Element: USERNAME is set with text: sysagent

Status: Pass



Step No:2

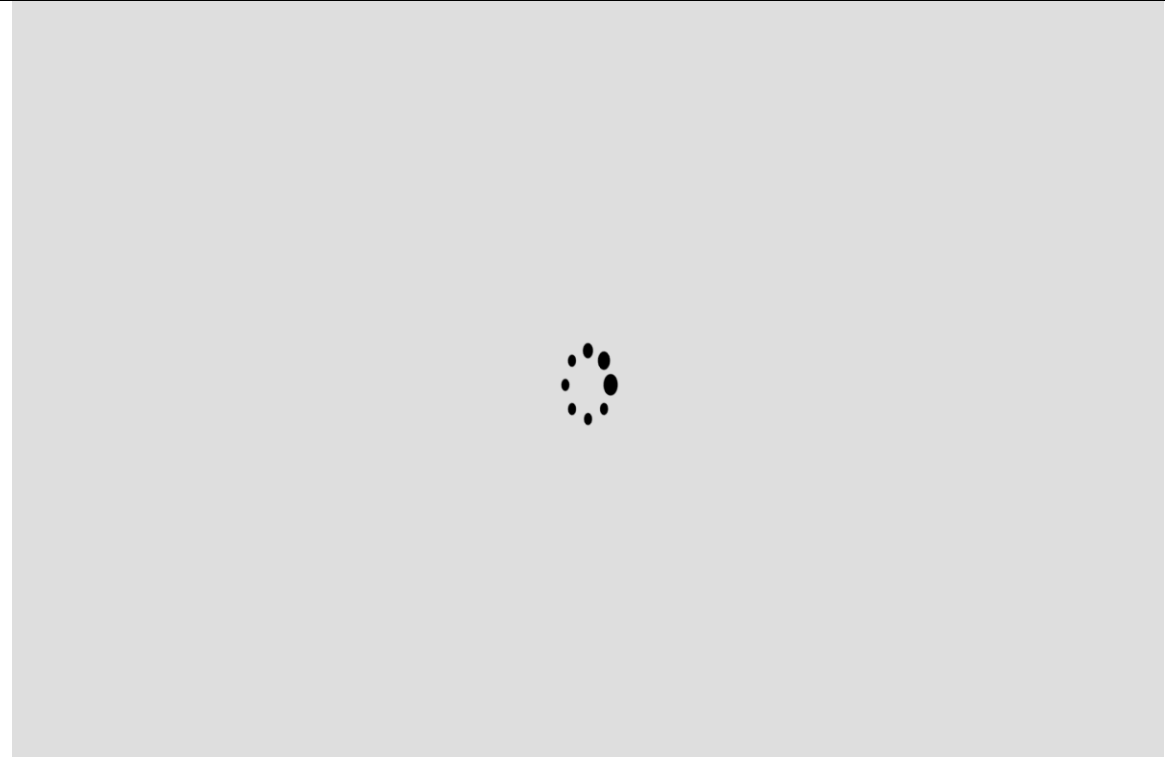
Step Description: Enter \*\*\* in PASSWORD

Expected Result: \*\*\* should be entered in PASSWORD

Actual Result: The Element: PASSWORD is set with text: Agent1234

Status: Pass



Step No:3
Step Description: Click on loginbutton
Expected Result: loginbutton should be clicked
Actual Result: The Element: loginbutton is clicked
Status: Pass


Step No:4

Step Description: Click on oj-button-icon oj-start add-icon oj-button-icon oj-start

Expected Result: oj-button-icon oj-start add-icon oj-button-icon oj-start should be clicked

Actual Result: The Element: oj-button-icon oj-start add-icon oj-button-icon oj-start is clicked

Status: Pass



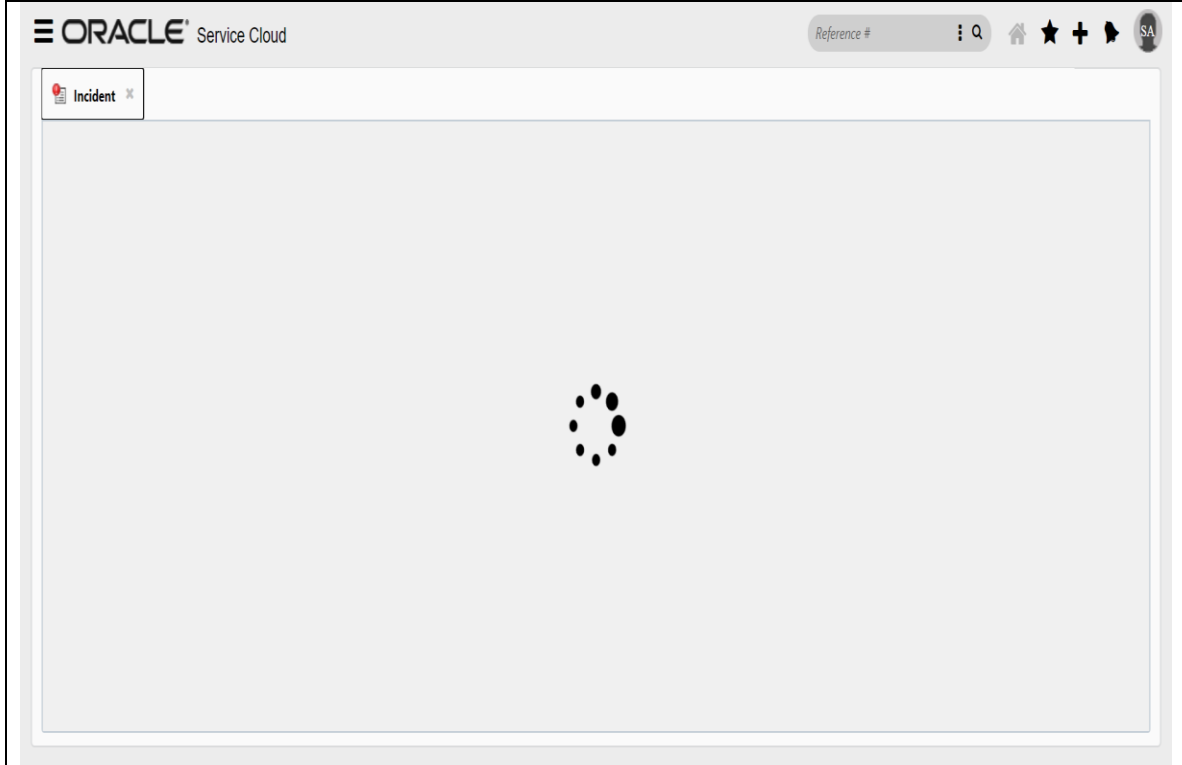
Step No:5

Step Description: Click on span2

Expected Result: span2 should be clicked

Actual Result: The Element: span2 is clicked

Status: Pass



Step No:6

Step Description: Enter incident subject

Expected Result: Subject to be entered

Actual Result: The Element: Incident\_Subject18 is set with text: how this product works, ab92547 product is not functioning properly

Status: Pass

The screenshot displays the Oracle Service Cloud interface for an incident record. The top header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' is visible. The incident record for '200806-000071' is shown with a tabbed interface. The 'Summary' tab is active, displaying the following fields:

- Subject \***: how this product works, ab92547 product is not functioning properly (highlighted with a blue border)
- Reference #**: 200806-000071
- Status \***: Open
- Assigned**: Agent Access > Sys Agent
- Disposition**: [No Value]
- Contact \***: [No Value]
- Organization Name**: [Empty]
- Product**: [No Value]
- Category**: [No Value]

Step No:7

Step Description: Click on Adam Smit

Expected Result: Adam Smit should be clicked

Actual Result: The element: SelectContact is selected with list value: Adam Smit

Status: Pass

The screenshot displays the Oracle Service Cloud interface for a case record. The top header shows the Oracle logo and 'Service Cloud' text. A search bar with 'Reference #' and a magnifying glass icon is present. The case title is '200806-000071'. Below the title, there are action buttons: Save, Save & Close, Refresh, New, and Print. A tabbed interface shows 'Summary' as the active tab, with other tabs including Messages, Contacts, Details, Time Billed, Tasks, Organization, Web Visit, Attachments, and Audit Log. The 'Summary' tab displays the following fields:

- Subject: how this product works, ab92547 product is not functioning properly
- Reference #: 200806-000071
- Status: Open
- Assigned: Agent Access > Sys Agent
- Disposition: [No Value]
- Contact: Adam Smit
- Organization Name: [No Value]
- Product: [No Value]
- Category: [No Value]

Step No:8

Step Description: Click in Assigned Agent Searchbox

Expected Result: Assigned Agent dropdown should be listed

Actual Result: The Element: Assigned is clicked

Status: Pass

The screenshot displays the Oracle Service Cloud user interface. At the top, the Oracle logo and 'Service Cloud' text are visible. A search bar labeled 'Reference #' is present. The main content area is divided into a left sidebar and a right main panel. The sidebar contains a 'Summary' section with fields for 'Subject', 'Reference #', 'Status', 'Assigned', and 'Disposition'. The 'Assigned' field is currently open, showing a dropdown menu with 'Recent' and 'All' tabs. Under the 'Recent' tab, 'Minhaj Ameen' and 'Sys Agent' are listed, with 'Sys Agent' highlighted. The 'All' tab shows '[No Value]'. The right main panel contains fields for 'Contact' (Adam Smit), 'Organization Name' (California Federation), 'Product' ([No Value]), and 'Category' ([No Value]).

ORACLE Service Cloud

Reference #

200806-001

Save

Summary

Subject

Reference #

Status

Assigned

Disposition

Recent

Minhaj Ameen

Sys Agent

All

[No Value]

Admin - Full Access

Agent Access

System Agent2

Minhaj Ameen

Sys Agent

Attachments

Audit Log

Contact

Organization Name

Product

Category

Adam Smit

California Federation

[No Value]

[No Value]



Step No:9

Step Description: Click on Save and Close

Expected Result: Click on Save and Close

Actual Result: The Element: SaveAndClose is clicked

Status: Pass

ORACLE Service Cloud

Reference #

200806-000071

Save Save & Close Refresh New Print

Summary Messages Contacts **Details** Time Billed Tasks Organization Web Visit Attachments Audit Log

Mailbox mailboxibmindia@custhelp.com Interface mow\_ibmindia SLA Instance Search...

Source Web Console Incident Editor Language English (US) Queue Product Inquiries

Severity [No Value]

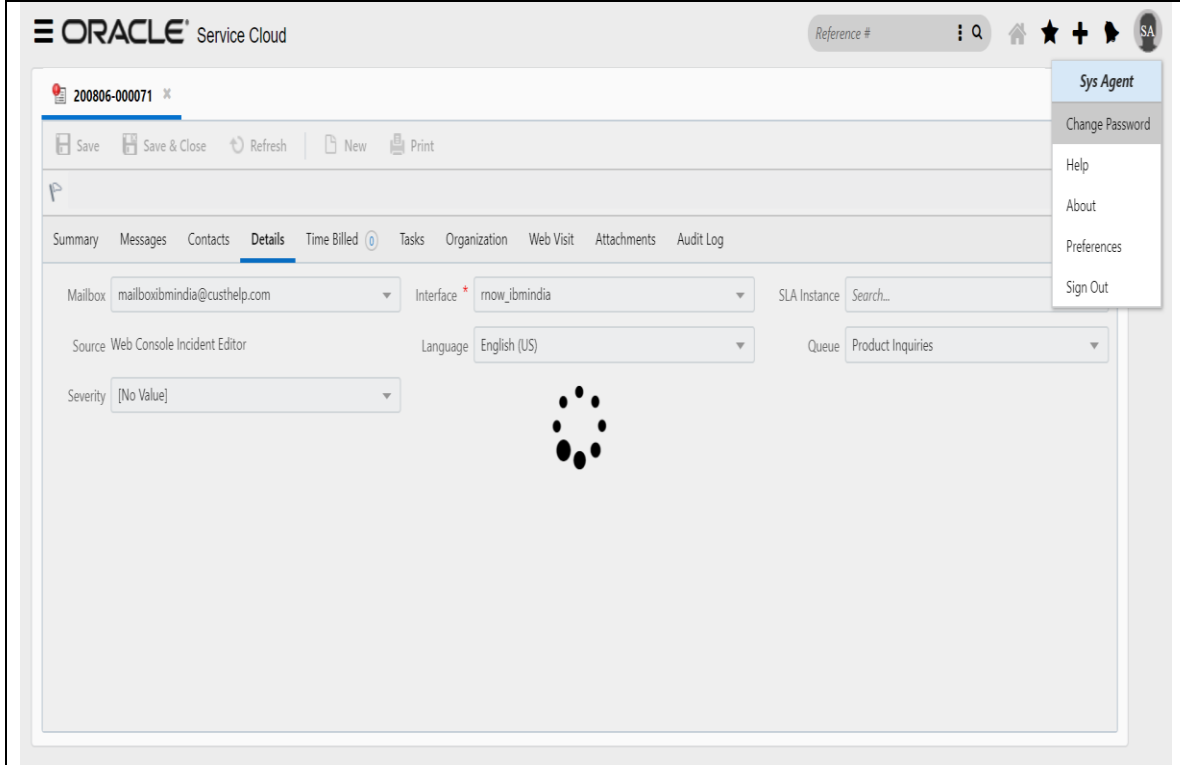
Step No:10

Step Description: Click on userMenuIcon

Expected Result: userMenuIcon should be clicked

Actual Result: The Element: userMenuIcon is clicked

Status: Pass



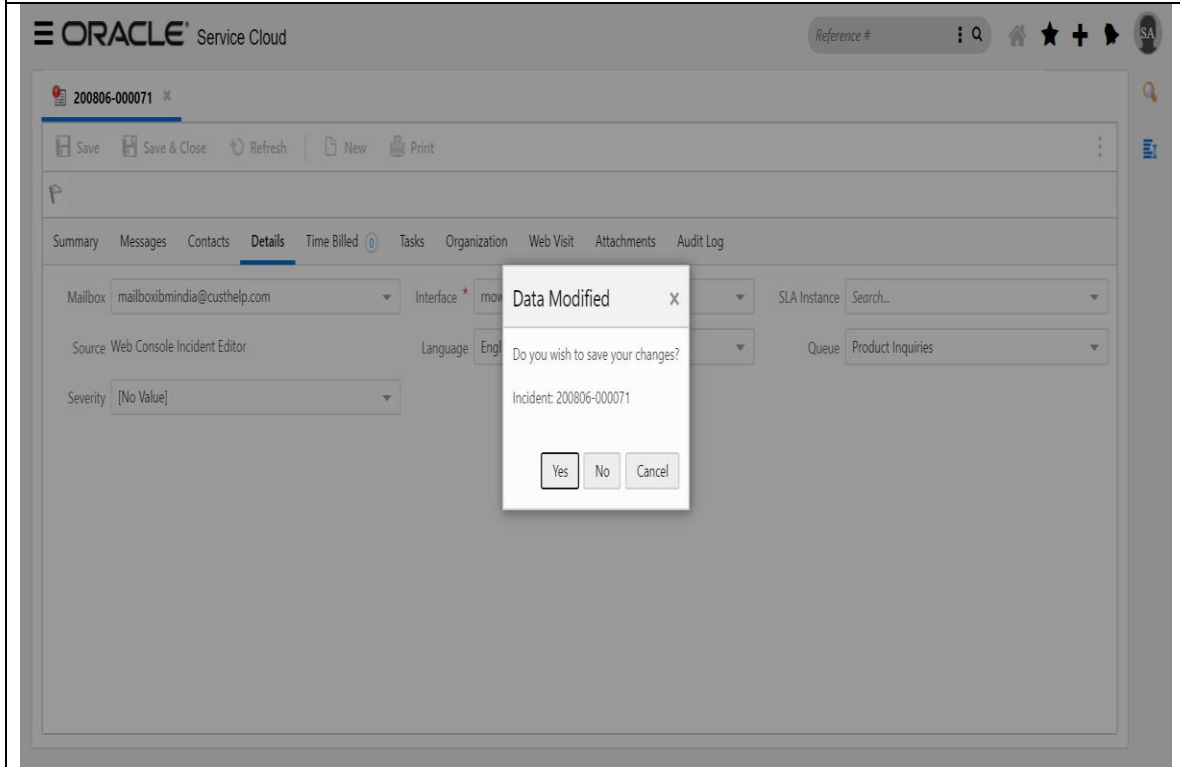
Step No:11

Step Description: Click Sign Out

Expected Result: Clicked Sign Out

Actual Result: The Element: SignOut is clicked

Status: Pass




Step No:12






Step Description: Click on Click here


Expected Result: Click on Click here






Actual Result: null


Status: Fail


 Service Cloud

Reference #      SA


200806-000071 

 Save  Save & Close  Refresh  New  Print



Summary Messages Contacts **Details** Time Billed  Tasks Organization Web Visit Attachments Audit Log

Mailbox

Interface 

SLA Instance

Source

Language

Queue

Severity

